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(First Edition)

American Water Works Association

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AWWA Standard

Replacement and Flushing of Lead Service Lines

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AWWA Standard

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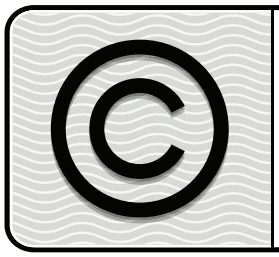

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Contents

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Foreword

This foreword is for information only and is not a part of ANSI/AWWA C810.*

I. Introduction.

I.A. *Background.* Replacement of lead service lines and subsequent flushing are important processes for ensuring the delivery of safe drinking water. The AWWA Policy Statement on Lead Service Line Management supports protecting public health through the reduction of exposure to lead in drinking water and encourages communities to develop a lead reduction strategy that includes identifying and removing all lead service lines over time. This standard is intended to describe essential procedures for the replacement of lead service lines, including the following elements: appropriate tools and techniques; flushing a service line after replacement; factors to consider in optimizing flushing; instructions to inform customers affected by the replacement, including additional risk reduction measures; and verification of lead level management prior to return to service. Although partial replacements should be discouraged, this standard also describes procedures for partial replacement and repair situations where full service line replacement is not possible or practical.

This is the first edition of this standard and will likely result in valuable feedback from first users of the standard. As such, it is anticipated that a second edition with additional information and guidance will be necessary and issued well before AWWA's regular five-year revision schedule for standards.

I.B. *History.* Development of this standard was authorized by the AWWA Standards Council in 2015 and was assigned to the AWWA Standards Committee on Distribution Systems Operations and Management. A Subcommittee on Lead Service Lines was formed to draft the standard. This first edition of the standard was approved by the AWWA Board of Directors on June 11, 2017.

I.C. *Acceptance.* In May 1985, the US Environmental Protection Agency (USEPA) entered into a cooperative agreement with a consortium led by NSF International (NSF) to develop voluntary third-party consensus standards and a certification program for direct and indirect drinking water additives. Other members of the original consortium included the Water Research Foundation (formerly AwwaRF) and the Conference of State Health and Environmental Managers (COSHEM). The

* American National Standards Institute, 25 West 43rd Street, Fourth Floor, New York, NY 10036.

American Water Works Association (AWWA) and the Association of State Drinking Water Administrators (ASDWA) joined later.

In the United States, authority to regulate products for use in, or in contact with, drinking water rests with individual states.* Local agencies may choose to impose requirements more stringent than those required by the state. To evaluate the health effects of products and drinking water additives from such products, state and local agencies may use various references, including

1. Specific policies of the state or local agency.

2. Two standards developed under the direction of NSF†: NSF/ANSI 60, Drinking Water Treatment Chemicals—Health Effects, and NSF/ANSI 61, Drinking Water System Components—Health Effects.

3. Other references, including AWWA standards, *Food Chemicals Codex*, *Water Chemicals Codex*,‡ and other standards considered appropriate by the state or local agency.

Various certification organizations may be involved in certifying products in accordance with NSF/ANSI 60 and 61. Individual states or local agencies have authority to accept or accredit certification organizations within their jurisdictions. Accreditation of certification organizations may vary from jurisdiction to jurisdiction.

Annex A, "Toxicology Review and Evaluation Procedures," to NSF/ANSI 60 and 61 do not stipulate a maximum allowable level (MAL) of a contaminant for substances not regulated by a USEPA final maximum contaminant level (MCL). The MALs of an unspecified list of "unregulated contaminants" are based on toxicity testing guidelines (noncarcinogens) and risk characterization methodology (carcinogens). Use of Annex A procedures may not always be identical, depending on the certifier.

ANSI/AWWA C810 does not address additives requirements. Thus, users of this standard should consult the appropriate state or local agency having jurisdiction in order to

1. Determine additives requirements, including applicable standards.

2. Determine the status of certifications by parties offering to certify products for contact with, or treatment of, drinking water.

3. Determine current information on product certification.

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* Persons outside the United States should contact the appropriate authority having jurisdiction.

† NSF International, 789 North Dixboro Road, Ann Arbor, MI 48105.

‡ Both publications available from National Academy of Sciences, 500 Fifth Street, NW, Washington, DC 20001.

II. Special Issues.

II.A. *Prioritizing Lead Service Line Replacement.* Suggested items to consider when prioritizing lead service line replacement follow (not in order of priority):

- Any lead service line that is physically disturbed by dig-ins, excavations, repairs, or similar activities.
- Existing partial lead service line replacements.
- Lead service lines supplying schools, day care centers, or other identified sensitive populations as defined by the USEPA.
- Lead service lines where sample results are more than 15 ppb or other established health levels.
- Lead service lines located in scheduled underground infrastructure work or street restoration work zones that could be replaced concurrently, minimizing any negative impact to customers.
- Multiple lead services within a compact area (cost containment).
- Length of lead pipe present in a particular service line.
- Consideration of presence of lead goosenecks and galvanized service lines.

II.B. *Optimizing Corrosion Control Treatment.* Corrosion of piping and solder can be a primary source of lead contamination in drinking water. Optimizing corrosion control treatment may help a utility to minimize this source of lead contamination. Utilities may consider appropriate corrosion control treatments that include pH adjustment, alkalinity adjustment, addition of corrosion inhibitors, and other corrosion control treatments. Additional guidance on applying corrosion control treatments can be found in the AWWA Manual of Water Supply Practice M58—*Internal Corrosion Control in Water Distribution Systems*, the AWWA "Optimized Corrosion Control Treatment Primer," and the 2015 *Journal - AWWA* article "Strategies for Assessing Optimized Corrosion Control Treatment of Lead and Copper" (these documents are available through the AWWA Lead Resource page: www.awwa.org/lead).

II.C. *Reuse or Replacement of Service Line Fittings, Valves, and Water Meters.* The scope of this standard covers replacement of lead service lines. Utilities may choose to reuse or replace the related fittings, valves (corporation stops and curb stops), and water meters, based on the site-specific age and condition of those components and based on the utility-specific replacement schedules and practices. The Reduction of Lead in Drinking Water Act requires that all newly installed pipes, fittings, and fixtures meet the current definition of "lead free." The reuse of existing fittings (that may or may not meet the current definition of "lead free") is allowed by the Reduction of Lead in Drinking Water Act if reused in their original locations.

II.D. *Utility Communication Planning for Lead in Drinking Water.* Water utilities are facing a new communications challenge related to lead in drinking water. Currently, utilities are required under the Safe Drinking Water Act to communicate lead risks when there is an exceedance of the lead action level as defined in the Lead and Copper Rule and annually as part of their consumer confidence reports. Utilities conducting mandatory lead service line replacements must meet specific outreach requirements targeting affected households. Beyond these requirements, many utilities also communicate lead exposure risks proactively in consumer confidence reports, on websites, and through other means.

Water utilities should be planning to communicate lead exposure risks in a proactive and targeted manner not only when lead service lines are repaired or replaced but also when routine maintenance work on water mains may disturb lead service lines. This change may dramatically alter the frequency of direct-to-customer lead communications and requires a new level of planning by utility managers and communicators.

Although the water utility and public health communities have made significant strides in reducing lead exposure, public health advocates and regulatory agencies are looking closely at the contribution of lead at the tap from lead service lines—particularly lead service lines that have been disturbed. Three typical scenarios raise concerns about elevated lead levels: lead service line replacement when required by the Lead and Copper Rule or proactively performed by the utility; infrastructure replacement when full or partial lead service line replacement occurs when other utility work is under way, such as during water main rehabilitation; and repairs to lead service lines.

Water providers should consider building on current communication plans to provide additional information to customers regarding lead and lead service line replacement. AWWA has assembled *Communicating About Lead Service Lines: A Guide for Water Systems Addressing Service Line Repair and Replacement* as a tool for preparing and expanding these communications (http://www.awwa.org/Portals/0/files/resources/publicaffairs/pdfs/FINALeadServiceLineCommGuide.pdf).

This guide is designed to help water utilities build on current communication strategies to address these new areas of concern and manage the increased frequency of communication with customers. It provides utilities with customizable messages and templates to communicate with customers in a variety of ways to better protect public health. For brevity, the content of the guide will not be repeated here.

Additional guidance on utility communications can be found on the Lead Service Line Replacement Collaborative website: http://www.lslr-collaborative.org/.

II.E. *Grounding of Electrical Circuits on Piping.* If the lead service line is replaced with a nonmetallic pipe or if a nonconductive plastic coupling (dielectric coupling) is used within a few feet of the home, the home owner may need to take additional measures to ensure the structure has sufficient grounding. Historically, connection to the home piping system was used for grounding the home's electrical system. By removing the underground metal piping, an alternative grounding strategy may be needed.

All metal water systems should be "bonded." Failure to adequately bond the potable water piping systems to the electrical system increases the potential for both fire and electrocution should the piping system become energized (see National Electric Code).

III. Use of This Standard. It is the responsibility of the user of an AWWA standard to determine that the products and/or processes described in that standard are suitable for use in the particular application being considered.

III.A. *Purchaser Options and Alternatives.* This standard is written as though the replacement and flushing work will be performed by the purchaser's (generally the utility's) personnel. Where the work is to be performed using a separate contract or as part of a contract for replacing service lines,* appropriate provisions should be included in the purchase documents to ensure the constructor is specifically instructed as to its responsibilities. The following information should be provided by the purchaser:

1. Standard used—that is, ANSI/AWWA C810, Replacement and Flushing of Lead Service Lines, of latest revision.
2. Whether compliance with NSF/ANSI 61, Drinking Water System Components—Health Effects, is required.
3. Details of other federal, state or provincial, and local requirements (Section 4).
4. Method of replacement to be used—open cut, trenchless on new route, or trenchless using existing route (Sec. 4.1).

III.B. *Modification to Standard.* Any modification of the provisions, definitions, or terminology in this standard must be provided by the purchaser.

IV. Major Revisions. This is the first edition of this standard.

V. Comments. If you have any comments or questions about this standard, please call the AWWA Engineering and Technical Services at 303.794.7711; write to the department at 6666 West Quincy Avenue, Denver, CO 80235-3098; or email at standards@awwa.org.

* Refer to other AWWA standards and manuals for design criteria for various service line materials.

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AWWA Standard

Replacement and Flushing of Lead Service Lines

SECTION 1: GENERAL

Sec. 1.1 Scope

This standard describes essential procedures for the replacement of lead water service lines and flushing following replacement. Essential procedures include the following: appropriate tools and techniques; flushing a service line after replacement; factors to consider in optimizing flushing; and instructions to provide customers affected by the replacement, including additional risk reduction measures. This standard also describes procedures for partial replacement and repair situations where complete lead service line replacement is not possible or practical.

Sec. 1.2 Purpose

The purpose of this standard is to define the minimum process requirements for the replacement of lead service lines and for flushing following replacement.

Sec. 1.3 Application

This standard can be referenced in the purchase documents for the replacement of lead service lines and can be used as a guide for the appropriate replacement tools and techniques, flushing practices and procedures, communications with customers, and verification of successful completion. The stipulations of this standard apply when this document has been referenced and only to the extent referenced.

SECTION 2: REFERENCES

This standard references the following documents. In their latest editions, they form a part of this standard to the extent specified within the standard. In any case of conflict, the requirements of this standard shall prevail.

AWWA—*Communicating About Lead Service Lines: A Guide for Water Systems Addressing Service Line Repair and Replacement*.

Safe Drinking Water Act (SDWA), 42 USC* 300.

USEPA†—Lead and Copper Rule (LCR), 40 CFR 141.

SECTION 3: DEFINITIONS

The following definitions shall apply in this standard:

1. *Constructor:* The party who provides the work and materials for placement or installation.

2. *Corporation stop:* A valve attached to the water main to which a service line is connected. It is used to interrupt flow during installation or maintenance of the service line (see Figure 1).

3. *Curb stop:* A valve installed in the service line, generally at the property line, and accessible for operation from the surface of the ground for routinely interrupting flow through the service line (see Figure 1).

4. *Customer:* The person, company, or organization receiving potable water service from the utility to a specific premise.

5. *Gooseneck:* A sweeping bend in a service line where it connects to the water main, resembling the shape of a goose's neck, that will allow soil movement without damaging the service line (see Figure 1).

6. *Manufacturer:* The party that manufactures, fabricates, or produces materials or products.

7. *Potable water:* Water that is safe and satisfactory for drinking and cooking.

8. *Purchaser:* The person, company, or organization that purchases any materials or work to be performed.

* United States Code, 732 North Capitol Street, NW, Washington, DC 20401-0001.

† US Environmental Protection Agency, 1200 Pennsylvania Avenue, NW, Washington, DC 20460.

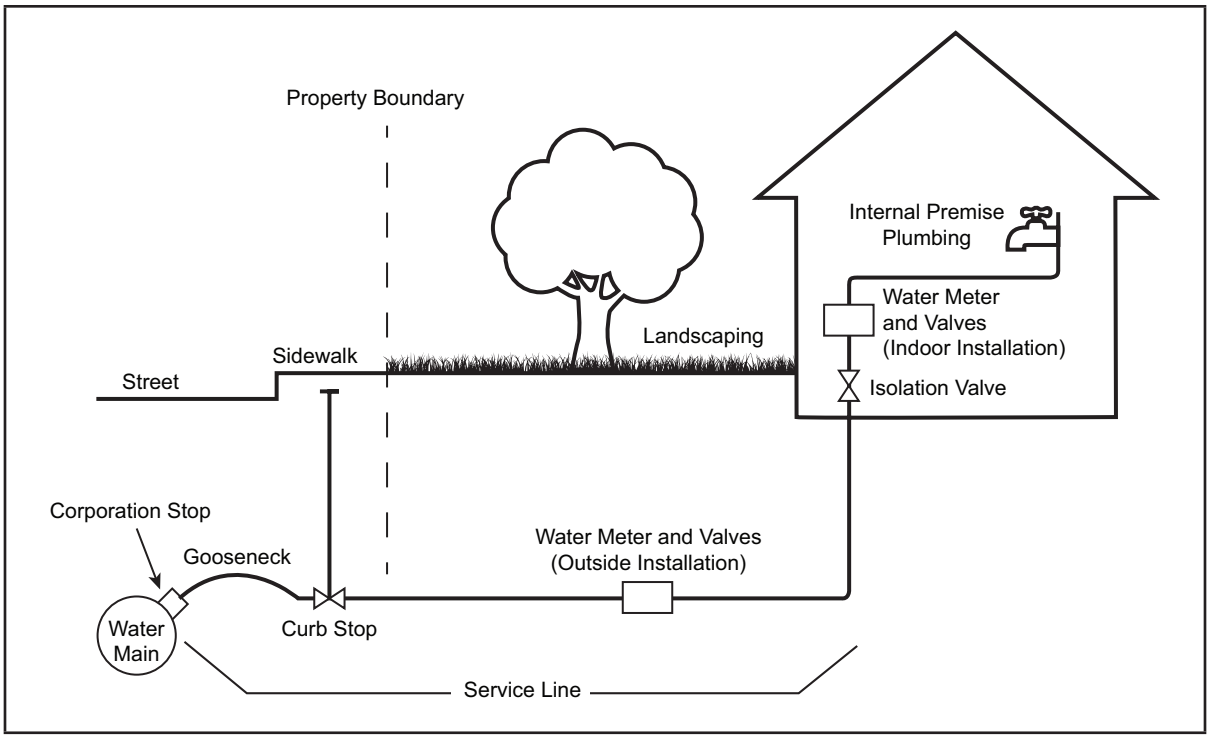

Figure 1 Typical water service line components

9. *Service line:* The pipe that runs between the utility's water main and the specific premises' plumbing, including both the portion owned by the utility, if any, and the private service line owned by the property owner (see Figure 1).

10. *Utility:* The organization or entity with the primary purpose of providing a designated area with potable water service.

11. *Water main:* The water pipe from which the domestic water supply is delivered by the utility to the service pipe leading to specific premises (see Figure 1).

12. *Water meter:* An instrument used for recording the quantity of water passing through the service line to specific premises. Water meters are typically installed with valves on inlet and outlet sides of the meter (see Figure 1).

SECTION 4: REQUIREMENTS

Materials shall comply with the requirements of the Safe Drinking Water Act and other federal regulations for potable water systems as applicable.

Water can be naturally corrosive and often dissolves lead as a result of water's contact with the service line as well as other plumbing components. A number of sampling and analytical techniques are available for customers to determine the

level of lead in their drinking water. Some of these tests are collected and/or analyzed by the local water provider. Other tests may be conducted by the customers themselves but should be in compliance with sampling and analytical techniques accepted by the local utility. The data captured from the various tests can be used to assist the utility in adjusting the water chemistry by modifying the application of corrosion control chemicals.

Utility personnel should consider that the level of dissolved and particulate lead within the homes and/or businesses of their customers may be greater than the levels within their system based on the potential leaching from service lines and internal premise plumbing components. Lead service lines potentially represent the largest mass of lead in regular contact with potable water, hence the interest in removing lead service lines in their entirety. Utilities should also consider that lead levels may vary based on chemical and physical conditions, level of disturbance to the piping, sampling technique, and other factors when determining the number of samples to be collected. A single sample may not be adequate in determining how much lead is being released.

For planned lead service line replacements, the utility shall establish replacement agreements to be reviewed with and accepted by the customer before any work being accomplished. These agreements should detail the responsibilities of the customer as well as those of the utility and should be intended to reduce any ambiguity about what is to be accomplished and by whom. Any financial requirements essential to the completion of the project should also be identified.

Sec. 4.1 Location and Replacement of Lead Service Lines

The replacement of lead service lines can be generally accomplished by one of the following ways:

- Open cut full replacement—traditional technology with excavation on the full length of service line to be replaced.
- Trenchless replacement on new routes—methods such as directional drilling or pneumatic or hydraulic ramming tools (boring tools) to pull in the new service line on a new route (cutting and leaving the existing lead service in place and replacing it using a new service line).
- Trenchless replacement on existing routes—methods such as pipe splitting and/or pulling the existing lead service that is being replaced with a new pipe using the existing service line route (pipe splitting leaves the existing lead service in the ground, pulling removes the existing lead service line).

4.1.1 *Locating lead service lines.* In order to replace the existing lead service line, the line must be appropriately identified and located. Some agencies have a database detailing the locations of their lead service lines. Such a record simplifies that portion of the replacement process. Other water providers do not have accurate records reflecting the locations of the lead assets. In this case, other means of identification shall be employed. It is highly recommended that utilities use more than one method of confirming the actual locations of the lead service lines. Utilities should record the service line material when observed during repairs, inspections, or other quality reports. Utilities should be aware that it is at times difficult to verify that a service line contains no portions made of lead, and that some degree of uncertainty may exist in a utility's inventory of lead service lines.

4.1.1.1 Identifying lead service lines at the meter, corporation stop, curb stop, or service box. Lead service lines can sometimes be identified at the main, curb stop, or meter box outside the house or adjacent to the meter inside the house. Typically, lead service lines have a distinctive "bulb-looking" section near the end at a brass, galvanized, compression, or other fitting that connects the service. The absence of the "bulb" section does not confirm the absence of lead. The observation of lead pipe in one location does not confirm the entire service line is lead. It is possible a portion of the lead service was previously replaced during repair or maintenance activity.

4.1.1.2 Using the scrape test to confirm the lead service line. Lead is a gray, nonmagnetic (a magnet will not stick to lead pipe), and relatively soft material compared with other pipe products. A coin scraped along the exterior of a lead pipe will create an indent and reveal a shiny-silver color. Care must be taken not to go too deep to avoid puncturing the pipe. Workers should use appropriate personal protective equipment, such as gloves and eye protection, to prevent exposure to lead. The scrape test identifies solid lead service lines. It will not identify lead-lined iron pipe.

4.1.1.3 Identifying lead service lines by water quality sampling. The concentration of lead found in the water sample can indicate if a lead service line is likely. A sample of the water from the service line should be taken to determine the level of lead. The line should be allowed to sit with no flow for at least 6 hours before sampling. Whether the water meter is inside the building, outside the building, or in an area that is unmetered, it is critical to flush a specific amount of water and then take a sample to be tested. The amount flushed prior to sampling should flush at least the volume of premise plumbing between the service line and the sampling tap. A single test may not be the most effective indicator of the existence of a lead service. The

minimum lead concentration will be system specific, and multiple samples may be required to ensure the lead is not from lead solder or other internal plumbing sources. A low or nondetect lead sample cannot be used to verify the absence of a lead service line. Utilities should use care in interpreting water samples collected at one point in time because of the variability of lead occurrence in samples.

4.1.1.4 Utilizing hydro-excavation to determine the presence of lead. The hydro-excavation process creates a small boring hole to expose the service line at a depth at the water main, the curb box, and/or the meter box, allowing visual observation to identify whether the service line (or a portion) is lead or not. Care should be taken to minimize any physical disturbances to the pipe.

4.1.1.5 Full test-pit excavation. Dig or excavate a large pit down to the service line to expose the pipe. This method could physically disturb the pipe.

4.1.1.6 Other lead service identification techniques. A number of other techniques are used or offered for consideration to locate the presence of lead service lines. When considering other techniques, the utility should make sure such techniques minimize any physical disturbances to the pipe.

4.1.2 *Preparation.* Before the replacement of the lead service line, a number of related preparatory activities shall take place.

4.1.2.1 Customer notification. The impacted customers shall be notified to identify the process established for replacement, whether full or partial. Most agencies have agreements to be signed by both parties reflecting the responsibilities relative to the replacement effort. The type of replacement, the schedule, and other pertinent items shall be covered appropriately with the customer before the replacement activity. The customer notification should include any postreplacement responsibilities, such as flushing or the use of filters, and should include directions to the customer to make the workspace ready and safe prior to the replacement activity. Customers should also be made aware of the risks of a partial replacement, where applicable (see Sec. 4.2).

4.1.2.2 Underground utility locates. The location of other underground utilities shall be done prior to the work to avoid utility strikes and is critical to the success of the lead service line replacement. Locates shall be scheduled in a timely manner without disruption to the established work plan.

4.1.2.3 Lead service replacement plan. A replacement plan shall be established for the work crews to reflect the schedule of the effort, the typical amount of time the customers will be impacted, and so on. This information shall be used to inform the customer of the coming replacement activity and communicated to the customer in a timely manner.

4.1.2.4 Water shutoff and service line isolation. Prior to beginning the replacement work, the water supply to the service line and the customer shall be shut off to avoid release of particulate lead into the customer's premises caused by vibration of the service during any excavation. The service line to be removed shall be isolated by shutting off appropriate valves at each end of the area to be removed.

4.1.3 *Open-cut full replacement of lead service lines.* The open-cut full replacement approach to lead service line removal involves the extraction of all the surface treatment and earth material above the level of the pipe. Care must be taken because other underground utilities, including the water main, may have not been properly located.

4.1.3.1 Proper equipment and material usage for open-cut full replacement. The excavation equipment used for the open-cut full replacement approach shall be sized to accommodate the full depth of the hole. Safety precautions shall be taken in consideration of the customer's property as well as any local pedestrian and/or vehicular traffic.

4.1.3.2 Use of adequate trench safety. Based on the depth of the excavation, an adequate level of trench safety shall be used to guarantee compliance with applicable requirements.

4.1.3.3 Lead service line removal. Once properly exposed and identified, the existing lead service line shall be disconnected from the main as well as the customer's side of the connection. When a utility elects to remove the lead pipe from the ground, the discarded lead line shall be carefully cut or bent into manageable sections and taken for processing for ultimate disposal. The amount of lead removed and the location of the removal along with any other pertinent information shall be documented. If the existing lead pipe is left in the ground, the impacted customer(s) should be made aware of the abandoned pipe.

4.1.3.4 Connecting the new service line. The new pipe shall be measured and placed with enough material to properly connect to the main as well as to the customer's side. The new pipe material shall comply with the requirements of the Safe Drinking Water Act and other federal regulations for potable water systems as applicable. When dissimilar metals are to be connected, a dielectric fitting shall be used to prevent galvanic corrosion (see Sec. II.E regarding grounding of electrical circuits on piping).

4.1.3.5 Backfill and surface restoration. Select bedding and/or a specified fill material, in conjunction with the identified surface treatment, shall be placed in a manner consistent with all applicable requirements to reduce or eliminate the possibility of settling beyond the allowable amount along the course of the excavation.

4.1.4 *Trenchless replacement on new routes.* The directional drilling or pneumatic/hydraulic installation methods of replacing lead service lines make use of a pilot hole that is created by drilling or pneumatically or hydraulically pushing a rod into the soil from an open access pit at the main to an access pit at the meter box or at an area adjacent to the wall where the new service will be connected on the customer's side. In a number of these installation scenarios, the existing lead pipe is disconnected on either end and left in place. When the existing lead pipe is left in the ground, the impacted customer(s) should be made aware of the abandoned pipe.

4.1.4.1 Required access pits. Based on the length of the service to be replaced, access pits shall be excavated down to the depth of the main on one side and to the depth of the service connection on the customer's side. As with any excavation, utility locates shall be requested and received prior to the work being performed, and all applicable trench safety devices shall be used. If the distance between the access pits is great or other underground utilities that are a cause for concern exist, an intermediate access pit may be required.

4.1.4.2 Proper use of boring tools. The boring tool shall be placed in the launching access pit level and pointed in the direction of the receiving pit. The horizontal and vertical directions of the tool shall be monitored until it reaches the receiving pit. Proper service line installation depth is critical and must be maintained in accordance with local requirements.

4.1.4.3 Connecting the new service line. Once the boring tool reaches the receiving pit, the new service line shall be connected to the boring tool and pulled through the bore hole with enough length of the new service pipe material to add fittings to connect to the main as well as on the customer's side. When dissimilar metals are to be connected, a dielectric fitting shall be used to prevent galvanic corrosion (see Sec. II.E regarding grounding of electrical circuits on piping).

4.1.4.4 Backfill and surface restoration. Select bedding and/or a specified fill material, in conjunction with the identified surface treatment, shall be placed in the access pits in a manner consistent with all applicable requirements to reduce or eliminate the possibility of settling beyond the allowable amount along the extent of the excavation.

4.1.5 *Trenchless replacement on existing routes.* The pipe-splitting method employs the use of a tool pulled through the existing lead service line that splits the pipe. The existing lead service line remains in the ground and a new service line is pulled into place. Another related method is to disconnect the lead service on each end and to connect a fitting to one side with an extraction device and to connect

the new pipe material on the other end in order to pull the new service into place, while removing the existing lead service line.

4.1.5.1 Required pipe- splitting and -pulling access pits. As in the directional drilling and pneumatic/hydraulic installation approaches, access pits shall be excavated to the depth of the main on one side and to the depth of the service connection on the customer's side. Other underground utility locates shall be obtained prior to the work, and all applicable trench safety devices shall be used.

4.1.5.2 Use of the splitting tool. Care must be taken to disconnect the existing lead service line and to cut it in a manner that facilitates pushing a cable through it with the splitting tool attached. The splitting tool is then used to displace the existing lead pipe and draws the new pipe material through it to the other end of the project. When the existing lead pipe is left in the ground, the impacted customer(s) should be made aware of the abandoned pipe.

4.1.5.3 Connecting the new service line. Once the splitting tool reaches the receiving access pit, the new service line shall be pulled through to allow enough material to adequately connect to both sides. When dissimilar metals are to be connected, a dielectric fitting shall be used to prevent galvanic corrosion (see Sec. II.E regarding grounding of electrical circuits on piping).

4.1.5.4 Backfill and surface restoration. Select bedding and/or a specified fill material, in conjunction with the identified surface treatment, shall be placed in the access pits in a manner consistent with all applicable requirements to reduce or eliminate the possibility of settling beyond the allowable amount along the extent of the excavation.

Sec. 4.2 Partial Replacements

4.2.1 *General.* It may not always be practical or possible to replace all of a lead service line at the same time. Coordination among the utility, the property owner, and constructor could result in situations in which partial replacement may be unavoidable. Although every effort shall be made to avoid partial replacements, it may be necessary to accommodate partial replacement situations as an interim measure. Partial replacement is not desirable because of the potential for increased release of lead into the water. This section describes additional requirements and recommendations for partial lead service line replacements.

4.2.2 *Existing conditions.* For services where partial replacements have previously occurred and a portion of the service still contains lead pipe, it is recommended that these locations be identified and re-evaluated for removal of the remaining material. For example, some utilities, property owners, or constructors,

through the course of routine maintenance and repairs, may have replaced portions of lead services with alternative materials without having replaced the remainder of the service either to the main or into the property.

4.2.3 *Delayed replacement.* Situations will occur in which a lead service line might not be fully replaced and a portion is left for later replacement. Coordination among all stakeholders during a lead service line replacement is critical. When it is necessary to complete a total lead service line replacement where both the utility and the property owner are responsible for portions of the work (i.e., up to the property line and beyond the property line), all parties should perform the work in close succession to minimize the potential for utilization of the service before completion of the total replacement. However, there may be instances in which one party completes its portion of the work in advance of the other party being available or willing. The scope of replacement may be large for some communities, and thus the time required to complete all the work may be long. In either of the delay cases presented below, the utility shall record that all portions of the service have successfully been replaced after notification of successful completion of full replacement. Communications regarding the effect of partial service line replacement should occur as covered in Sec. 4.3.

4.2.3.1 Property owner delay. On completion of the utility-owned portion of a lead service line replacement, the property owner should complete replacement of their portion as well. However, given the logistics of this work and the likely need for the property owner to hire an independent contractor, there may be a period during which the old and new portions of the service will be connected to allow for the continued supply of water but the lead replacement is only partially complete. During the interim period, the property owner shall be provided clear guidance regarding the increased risk of lead entering the water associated with the partial-replacement condition. Refer to Sec. 4.3 with respect to communication during this period.

4.2.3.2 Utility delay. If a property owner replaces a portion or all of the service line from the home to the property line, the utility should make every effort to obtain documentation of the replacement for its inventory. In most cases the utility will learn of the work after it is completed. If the property owner notifies the utility in advance, the utility should try to schedule a mutually convenient time to perform its portion. When this is not achievable, the property owner shall be provided with clear guidance regarding the increased risk of lead entering the water associated with the partial-replacement condition. Refer to Sec. 4.3 with respect to communication during this period.

4.2.4 *Partial replacement.* It is possible that a portion of the service may contain lead, be out of the utility's responsibility, and subsequently not be replaced. This circumstance may exist for a variety of reasons including cost, miscommunication, misunderstanding of the issues, ambivalence, or social defiance.

4.2.4.1 Property owner refusal. Given the potentially high cost associated with service line replacement and the challenges that may arise with performing the work, it is conceivable to anticipate that some property owners may elect to do nothing. When this condition occurs, the utility shall follow the recommendations presented herein for dielectric connection of dissimilar metals, flushing, and testing. Documentation of the refusal, or at a minimum documentation that a portion of lead material remains (including its location and quantity), will be important for the utility to maintain complete records of the lead service line replacement progress/program. The customer should receive all necessary information regarding future risk.

4.2.4.2 Incentive program verification. If financing or incentive programs are available to property owners, utilities will need to be cautious about validating that property owner portions of lead services have been replaced, in their entirety or at all. A method for verifying work performed and recording completed work will be necessary.

4.2.4.3 Cutting of lead service lines. After customer notifications and utility locates have been accomplished, the specific location of the lead pipe to be cut shall be identified. The proper cutting tools shall be identified to reduce the amount of lead displaced from the cut. A cutting tool such as a pipe cutter or pipe shearing device that reduces lead particles and disturbance is preferred to other tools that use a sawing or other abrasive action. The necessary safety equipment shall be used, including safety glasses and/or goggles and safety gloves. Care shall be taken while cutting the lead pipe to reduce the amount of lead shards from traveling and/or accumulating in the remaining service line sections. The lead service line sections remaining shall be connected and secured to reduce or eliminate the possibility of water leakage. When dissimilar metals are to be connected, a dielectric fitting shall be used to prevent galvanic corrosion. The discarded lead service line shall be carefully cut or bent into manageable sections for processing for ultimate disposal. The replacement section should be a pipe material in compliance with all federal, state, and local requirements. The amount removed as well as specific locations of the remaining sections should be documented. The replaced service line shall be turned on and checked for leaks

in a manner that does not expose the customer's side to potential lead fragments. Flushing shall be accomplished in a manner consistent with Sec. 4.4.

Sec. 4.3 Communications and Instructions to Customers

4.3.1 *General.* It is important to inform all customers that may be affected by lead service line activities. The utility shall provide communication to customers regarding the following items:

1. Advanced notice of planned lead service line replacement projects (45 days prior is recommended).
2. Informational point-of-contact for the project.
3. Additional notice prior to actual planned work affecting service line (day prior).
4. On-site utility point-of-contact during construction.
5. Postconstruction instructions regarding customer flushing, use of a point-of-use (POU) filter or bottled water, water sampling, and testing to be completed.
6. Clear guidance regarding the increased risk of lead entering the water associated with a partial lead service line replacement condition (if a full-service line replacement was not completed). Customers with partial replacements should avoid consuming their water unless they are using a filter certified for lead removal or they should consume bottled water until sample results show that their lead levels are less than the regulatory guideline.

In addition to water shutoff and service-line-isolation actions (Sec. 4.1.2.4), customers should be advised not to use water during excavation and construction activities.

Additional guidance to utilities for completing these customer communications is available in the foreword of this standard and in the AWWA document *Communicating About Lead Service Lines: A Guide for Water Systems Addressing Service Line Repair and Replacement*.

Sec. 4.4 Flushing Service Lines After Full or Partial Replacement

4.4.1 *Flushing by the utility immediately after lead service replacement.* After all connections have been completed, flush the water from an outside connection (such as hose-bib or hose leading from the house side of the meter installation) to remove any particles in the service line and near point-of-entry. The flushing is best done, if possible and practical, before the meter is connected in the service using a "jumper" or straight pipe in place of the meter. The straight pipe will allow for a higher velocity flush and protects the meter from potential damage from lead pipe and other construction-related fragments. Flush at full velocity for at least

10 minutes. If the meter was replaced with a "jumper," it may be reconnected in the service after utility flushing. Following completion of flushing by the utility, the customer shall flush the interior premise plumbing as described in Sec. 4.4.2.

In situations where flushing by the utility is not performed, the customer should be notified with instructions to flush before using any water.

4.4.2 *Flushing by the customer after lead service replacement.* The customer should flush all interior premise plumbing the same day or before next water use following the replacement. Subsequent flushing by the customer should be done once every two weeks for three months or at other intervals based on monitoring results if available. Utilities may want to encourage best times to flush based on water demand and operations (for example, when neighbors' water usage is low, e.g., midmorning to dinner time or late at night). Customers shall be advised to not use hot water in the premise plumbing until initial flushing is completed to prevent sedimentation of lead particles in premise hot water tanks.

4.4.2.1 Suggested instructions for customers.

1. Find all the faucets that will drain, including the basement and all floors in your house.
2. Remove aerators and screens whenever possible, including the shower heads, from all faucets you plan to flush.
3. Include the laundry tubs, hose-bibs, bathtubs, and showers as flushing points.
4. After all the aerators are off, open the faucets in the basement or lowest floor in the house. Leave all faucets running at highest rate possible, using cold water.
5. After the faucets are all open in lowest floor, open the faucets on next highest floor of the house. Continue until faucets are open on all floors.
6. After all faucets are opened, leave the water running for at least 30 minutes.
7. After 30 minutes, turn off the first faucet you opened and continue to turn off other faucets in the same order you turned them on.
8. Clean aerators/screens at each faucet. You may need to replace screens/aerators if too old or worn.

Utilities and customers may consider an optional approach by coordinating a targeted flush of a few faucets at a time before opening all the faucets for the whole house flush. The targeted flush would start with a pattern of opening all faucets in a single area or single floor and then moving to the next to increase the flow velocities, followed by the whole house flush described above, with all faucets open.

4.4.2.2 Additional daily miniflush. As a precaution, the customer should do a miniflush of premise plumbing by running tap water each morning or when the water sits in the pipe for at least 6 hours. Flush for 5 minutes to displace water that has been sitting in the pipes inside the house and in the service line. This could include taking a shower, running the dishwasher, flushing a toilet, collecting water for plants/garden, or running the faucet. The customer should do this before using any water for drinking, cooking, infant formula, and so on. Daily miniflushes should continue for six months or until lead sample results show the lead level is below the regulatory guideline. The customer should clean debris from aerators and screens once a month for six months. After six months, clean debris twice a year.

4.4.2.3 Sampling. Water sampling and testing, following replacement and flushing, shall be conducted per Sec. 5.2.

SECTION 5: VERIFICATION

Sec. 5.1 Documentation of Construction Activities

Documentation of construction activities for each service line work activity may support verification that the lead service line has been fully or partially replaced. The following information shall be documented and recorded:

- Picture of home with house number
- Picture of test pits and meter pit showing new pipe or pipe ends and old lead pipe if in same location
- Length and material type of new pipe installed
- Type of pipe material the new pipe is connected to inside home
- Method of installation (trenchless, hand-excavation, etc.)
- Length and location of any abandoned lead service line pipe left in the ground

Flushing time and location(s) (for example, an outside hose-bib) shall be recorded. Some homes may not have an outside hose-bib turned on or other situations may arise that do not allow for postflushing by the utility. These situations shall be documented in field reports along with any communication attempted with the customer.

Sec. 5.2 Water Testing Following Replacement

Testing the water following the replacement shall be done to determine if appreciable lead is still present in the drinking water. Lead may still exist inside

home plumbing (lead solder, redeposited lead in scale of plumbing, and brass components) and could be disturbed during service line work. Therefore, lead present in the water following a full replacement does not mean the lead service has not been replaced. This condition should be explained to the customer. Flushing recommendations described in Sec. 4.4 can help remove released particles.

5.2.1 *Testing initiation.* Testing the water shall commence at least one month after the replacement to allow for sufficient in-house flushing and a period of normal use of water to occur. Utilities may consider initiating testing within the one-month period if supported by performance data. When only a partial replacement is completed and the lead service line replacement was mandatory as part of compliance with the Lead and Copper Rule (LCR), testing shall be conducted within 72 hours after the completion of the partial replacement of the service line per the requirements of the LCR.

5.2.2 *Test samples.* Testing shall include first-draw and second-draw samples. First-draw sample shall be the initial draw from the tap when it is turned on. Second-draw sample shall be collected with the objective of collecting water that stagnated in the service line, generally the fourth to seventh liter depending on site-specific conditions. Utilities may be able to omit the second draw sample if supported by documentation that the construction activities completely removed the lead service line and by acceptable first-draw lead data. Samples shall be collected from a frequently used tap inside the home, preferably the kitchen tap as the residents' consumption would likely be from the kitchen tap. Samples shall also be collected with the aerator on. Samples should be collected at the maximum flow rate of the tap and should be collected in wide-mouth bottles.

5.2.3 *Profile sampling.* Lead levels higher than expected from full lead replacements may occur and the utility or homeowner could investigate further with profile sampling. A profile is a series of bottles filled continuously following the stagnation period. The trend of lead concentrations coupled with measurements of the inside plumbing and service line will show which portion of plumbing or service contributes the highest lead by the liter number.

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